



151 Southhall Lane, Ste 450  
Maitland, FL 32751  
P.O. Drawer 200  
Winter Park, FL 32790-0200  
www.inteserra.com

February 27, 2018  
**Via ECFS Filing**

Ms. Marlene H. Dortch, FCC Secretary  
Federal Communications Commission  
9050 Junction Drive  
Annapolis Junction, MD 20701

**RE: Norstan Communications, Inc. d/b/a Black Box Network Services – 499 Filer ID 827433**  
**CY 2017 Annual CPNI Certification**  
**EB Docket No. 06-36**

Dear Ms. Dortch:

Attached for filing is the Calendar Year 2017 CPNI Compliance Certification and Statement of CPNI Procedures and Compliance as required by 47 C.F.R. Section 64.2009 (e) submitted on behalf of Norstan Communications, Inc. d/b/a Black Box Network Services.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3004 or via email to [dgale@inteserra.com](mailto:dgale@inteserra.com). Thank you for your assistance in this matter.

Sincerely,

/s/ Don Gale

Don Gale  
Consultant

cc: J. Cassibo – Black Box (via Email)  
tms: FCx1801

Enclosures  
DG/sp

---

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF  
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

**EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for:                      Calendar Year 2017

Name of Company covered by this certification:              Norstan Communications, Inc.  
d/b/a Black Box Network Services

Form 499 Filer ID:    827433

Name of Signatory:    David J. Russo

Title of Signatory:    President and Treasurer


I, David J. Russo, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification, as Attachment A, is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in § 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (i.e., proceedings instituted or petitions filed by the company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

  
\_\_\_\_\_  
David J. Russo  
Norstan Communications, Inc. d/b/a Black Box Network Services

2-26-18  
\_\_\_\_\_  
Date

Attachments:    Accompanying Statement explaining CPNI procedures – Attachment A  
                         Explanation of actions taken against data brokers – not applicable  
                         Summary of customer complaints – not applicable

**ANNUAL 47 C.F.R. § 64.2009(e) OFFICER'S CERTIFICATION OF  
CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE**

**EB Docket 06-36**  
Attachment A

Statement in Support of Certification for Calendar Year 2017

**Norstan Communications, Inc. d/b/a Black Box Network Services**

Norstan Communications, Inc. d/b/a Black Box Network Services (hereinafter referred to as the "Company") resells Voice over Internet Protocol ("VoIP") – related services (the "Services"). The Company does not market the Services to end users using CPNI in any fashion. The Company has not used or disclosed CPNI for any sales or marketing-related purpose or activities and the Company has not permitted any third parties to do so.

To the extent the Company has access to CPNI, including billed call detail, this information is accessible only to employees authorized by senior management, such as the Company's accounting/billing and accounts receivable/collection teams, which have access to such information only in connection with their respective functions. These employees have been trained that they are only permitted to use CPNI in connection with these permissible functions, and not for marketing purposes. The Company's Code of Ethics requires each employee to comply strictly with all federal, state and local laws and all foreign laws that apply to the activities of the Company, and, accordingly, prohibits the unauthorized use of CPNI. Violation of this Code of Ethics may subject the employee to discipline up to and including termination of employment.

The Company's VoIP customers do not have access to their account information via an online system. The Company does not have any retail locations and therefore does not disclose CPNI in-store.

The Company's services are billed directly by the Company and all customer service inquiries are handled by the Company. Disclosure of call detail information to customers over the telephone is only provided if the caller has the bill and can direct questions to customer service by providing specific call detail about which there are questions and, therefore, falls within the exemption for customer service/billing disputes since the customer would be able to provide all of the call detail information necessary to address the customer issue.

With the exception of such customer service inquiries, the Company does not use CPNI for any marketing purpose for which customer approval is required. Should the Company expand its business in the future to include the marketing of services that involve the use of CPNI, it will follow the applicable rules set forth in 47 C.F.R. Subpart U for the use of CPNI in connection with such marketing activities.

Requests for raw call records by law enforcement agencies are only granted if a subpoena is provided. The Company has not developed any information with respect to the processes pretexters are using to attempt to access CPNI.

The Company has not taken any actions against data brokers in the last year. The Company did not receive any customer complaints about the unauthorized release of CPNI in the calendar year 2017.